

**CHIEF OPERATIONS OFFICER, HEALTH & HUMAN SERVICES AGENCY**  
(Executive Management)

**DEFINITION:**

Under administrative direction, to serve as principal assistant to the Director, Health and Human Services Agency (HHSA); to assist in managing the overall activities of the Health and Human Services Agency; to act in the absence of the Director; and to perform related work.

**DISTINGUISHING CHARACTERISTICS:**

This is a one-position executive management class allocated only to the Health and Human Services Agency (HHSA). The Chief Operations Officer, HHSA is responsible for serving as a principal assistant to the Director, Health and Human Services Agency; assisting in the management of the overall activities of the Health and Human Services Agency which provides needed services to the elderly, persons with disabilities, veterans, adults, children, youth and families, assuring a healthier community, and promoting self reliance and personal responsibility; and provides functional direction to subordinate Deputy Directors.

**EXAMPLES OF DUTIES :**

Assists in planning, directing, organizing, coordinating, and evaluating the overall activities of the Health and Human Services Agency consisting of regions providing integrated, community-based services, and program policy and network management and contract operations functions in support of those regions; assists in directing the development and implementation of county-wide operational policy and procedures concerning Agency services; assists in directing the development, implementation, and evaluation of Agency plans and programs and recommends appropriate changes; assists in developing the Agency's annual budget and monitors revenue and expenditure transactions; conducts fiscal analysis and prepares cost projections; identifies operational problems and formulates appropriate solutions; prepares reports and correspondence; makes presentations to the Board of Supervisors and other legislative authorities; represents the county to other public and private agencies, organizations, or councils; coordinates appropriate activities with county departments, the public, and agency representatives on departmental activities; performs special studies and projects as assigned by the Director; acts in the absence of the Director; and supervises subordinate staff.

**QUALIFICATION REQUIREMENTS:**

**Thorough Knowledge of:**

- Federal, state, and local laws, regulations, and codes related to health, welfare to work, social service, and self-sufficiency.
- Dynamics and needs of diverse client populations to include the elderly, persons with disabilities, veterans, adults, children, youth and families.
- Community resources available to provide a variety of health and social services to diverse client populations.
- Principles and practices of social casework and social service provision.

- Policy/procedure development and implementation related to a Health and Human Services Agency programs and services.
- Principles and theory of public administration including general administration, human resource management, fiscal management, and accounting.
- Principles and practices of supervision and training.
- The General Management System in principle and in practice.

**Skills and Abilities to:**

- Plan, organize, direct, and evaluate the overall activities of a multi-disciplinary staff providing a variety of health and human service programs and services.
- Coordinate Agency services with the community, other county departments and public/private agencies.
- Ensure that Agency activities conform to federal, state, and local laws and regulations.
- Identify and resolve Agency operational problems.
- Prepare annual budget and monitor revenues and expenditures.
- Prepare executive-level correspondence and reports.
- Supervise, train, and evaluate the work of subordinate staff.
- Prepare and give public presentations on the Agency's activities, functions, and issues.
- Establish and maintain effective working and diplomatic relations with staff, boards, commissions, the public, and representatives from governmental, industry, media, and other agencies.

**SPECIAL NOTES, LICENSES OR REQUIREMENTS:**

**License:**

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their personal vehicle.